

Work related requirements and ongoing contact in the health journey

Ongoing contact

Work related requirements before the work capability Assessment decision

Work Capability Assessment outcomes

Ongoing contact

Where a claimant reports a health condition, self certifies and then supplies medical evidence, the frequency and means of contact can be adjusted to take their condition into account.

The method of contact must be the most appropriate to support the claimant when needed or to check progress on activities. Contact can be face to face, through the claimant's online account or by telephone.

Continued contact is important to support the claimant's activities, which will help:

- focus the claimant on what they can do
- maintain confidence in their skills and experience
- them feel they have something to offer a future employer
- increase their likelihood of work which may provide a sense of purpose and self esteem

For more information when supporting claimants with health conditions see 'Health and Work Conversation Techniques' under Health.

Work related requirements before the work capability assessment decision

If a claimant has a valid fit note and is awaiting the decision following the Work Capability Assessment we will not apply work availability requirements.

For the first fourteen days, of the first two occasions in a twelve month rolling period, that a claimant reports they have a health condition or disability, they do not have to look for or be available for work.

Tailored work search requirements, work preparation and work focused interviews can be set for claimant's who continue to provide fit notes after the first 14 days, where this is reasonable based on their health condition. For further information, see Health conditions and disabilities – day 1 to day 29.

The claimant remains in their allocated Labour Market regime while they wait the decision following the WCA, unless they have a change of circumstances that would mean moving to a different regime.

The important benefits of claimants doing activities, while providing fit notes include ensuring the claimant:

- is engaged

- remains motivated
- looks to the future, re-engaging with the labour market as soon as possible

Any requirements placed on claimants with a health condition or disability, must be reasonable in light of their health condition and other circumstances.

The following factors must be taken into account when agreeing work related requirements (WRR) for a claimant with a health condition:

- the number of hours of work search, the type and location of work must be considered in the light of the claimant's health condition, where appropriate the claimant's 'expected hours' should be adjusted
- work preparation requirements should be suitable for the nature of their health condition

There is discretion to tailor the frequency and method of contact. The focus should be on the claimant undertaking reasonable mandatory activities.

Work related requirements must never include any reference to:

- taking medication
- attending and receiving medical treatments
- any therapeutic sessions or activities which have been prescribed by mental health or other healthcare professionals

Voluntary commitments are used to encourage claimants to extend mandatory activities or complement other activities. These could include, activities to support mental health/wellbeing or researching prospective job requirements. This can help identify opportunities to improve the claimant's Curriculum Vitae (CV).

Refer to the Examples of Support for people with health conditions.

Claimants attend regular Work Search Review meetings when mandatory work search activities are set.

Work Capability Assessment outcomes

Refer to Work capability assessment outcomes for the full details and possible outcomes following a WCA.

